

Satisfaction Survey



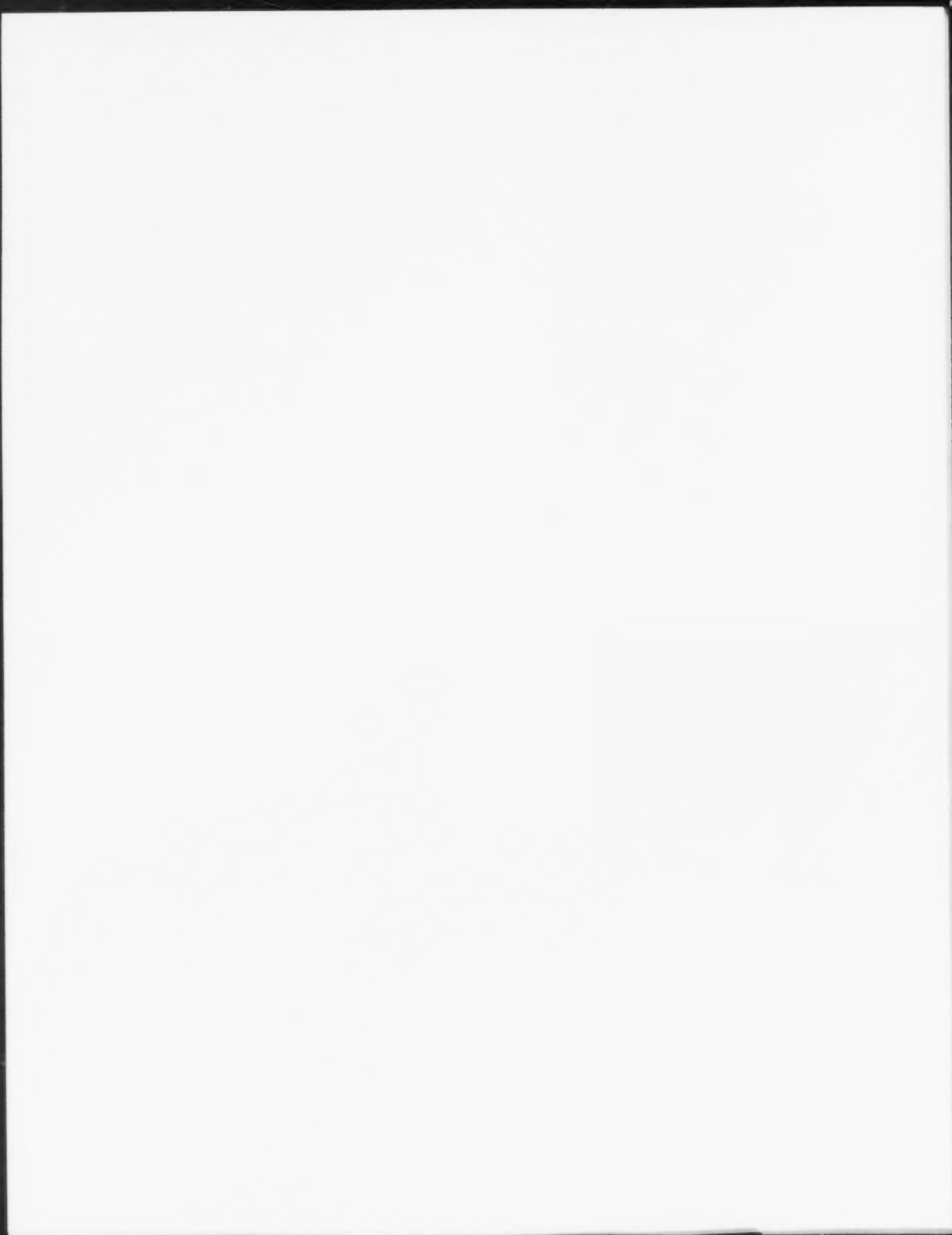
Satisfaction Survey

Provincial Report

May 2003

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Overview

Introduction

In February 2003, more than 230,000 students, parents, and school staff members in 1,561 schools took part in the second annual province-wide school satisfaction survey.

The primary purpose of the survey is to provide information that will support discussions about improving student achievement at each school. The survey is designed to gather perceptions from students, parents, and staff on areas such as achievement, human and social development, and safety.

In February 2003, the following groups were surveyed:

- students in Grades 4¹, 7, 10 and 12
- parents of students in Grades 4¹, 7, 10 and 12
- school staff in schools that had students or parents surveyed.

Translations of the parent surveys were available on the Ministry website in 14 languages: Chinese (Simplified), Chinese (Traditional), French, Hindi, Japanese, Korean, Persian, Polish, Portuguese, Punjabi, Russian, Spanish, Tagalog and Vietnamese.

Administration

All survey materials were available to schools at the end of January 2003. The survey was to be administered by paper between January 27 and February 14 or electronically between January 6 and February 28. Students and staff completed their surveys at school. Parents either completed paper surveys, which were brought home and returned by students, or electronic surveys by accessing the survey on the Internet.

While the majority of schools completed and returned the surveys by the beginning of March 2003, surveys were accepted until April 15, 2003. During April and May 2003, surveys were analyzed and summarized into reports for schools and districts.

Reporting of Results

The provincial report provides information on participation rates as well as satisfaction levels. Information is reported at the school level, and rolled up provincially. For example, readers are able to see how many schools had parents, students or staff who were strongly satisfied. They are also able to see, provincially, how parents, students or staff answered each question.

Survey results are available on the Ministry website for each district and school.² A full technical report will be available on the Ministry website by August 30, 2003.

¹ Where there was no Grade 4 class in a school, Grade 3 students and their parents were asked to complete the survey.

² Schools that did not enrol students in Grades 3, 4, 7, 10, or 12 were not surveyed, and no reports are available.

Participation Rates

Participation rates for each respondent group were estimated by dividing the number of returned surveys by the number of surveys sent out overall. Participation was then categorized from "very high" to "very low". Please see the technical notes for more detail.

Respondent Group	2002	2003
Grade 3/4 Students ¹	87%	90%
Grade 7 Students	84%	88%
Grade 10 Students	64%	71%
Grade 12 Students	52%	60%
Elementary Parents	53%	57%
Secondary Parents	13%	16%
Staff	39%	63%

Participation Levels	
80-100%	Very High
60-79%	High
40-59%	Medium
20-39%	Low
0-19%	Very Low

Overall Satisfaction

Overall satisfaction and satisfaction by category are based on the percentage of responses that were in "all of the time" and "many times" on the survey. Satisfaction was rated from "very high" to "very low" based on a five-level rating system. Please see the technical notes for more detail.

Respondent Group	2002	2003
Grade 3/4 Students ¹	79%	83%
Grade 7 Students	70%	72%
Grade 10 Students	49%	52%
Grade 12 Students	48%	50%
Elementary Parents	65%	71%
Secondary Parents	53%	56%
Staff	82%	83%

Satisfaction Levels	
80-100%	Very High
60-79%	High
40-59%	Medium
20-39%	Low
0-19%	Very Low

Key Findings

The overall participation rate for all respondent groups was 57 percent, a 6 percent increase over 2002.

Staff showed the largest increase in participation, increasing from 39 per cent in 2002 to 63 percent in 2003.

Seventy-six per cent of parents report they are satisfied many times or all of the time with what their child is learning at school.

A majority of students in each of the grades feels safe at school many times or all of the time.

Ninety per cent of grade 4 students report that teachers care about them many times or all of the time, but the number drops to 44 percent among grade 12 students.

About one-half of secondary parents (45%) are satisfied that school is preparing their child for a job, while 53 percent of secondary parents are satisfied that school is preparing their child for post-secondary education.

The number of schools with high overall student satisfaction declines as grade levels increase.

¹ In 2002, Grade 3 students were not included in the survey.

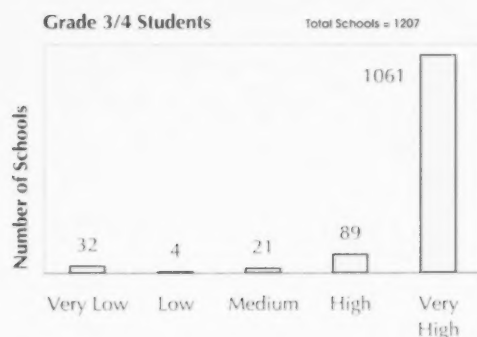
School Results: How to Read the Graphs

To assist schools in considering their results, the data are summarized to show the number of schools at each level of participation and satisfaction.

Participation

Participation rates were estimated by dividing the number of returned surveys by the number of surveys distributed to each school¹. The resulting participation rate was assigned to one of five levels from “very low” to “very high” (see legend below). For example, if a school had a Grade 4 student participation rate of 85%, this would be assigned to the “very high” level. In the following example, 1061 schools had participation rates in the “very high” level.

Example: Grade 3/4 Student Participation



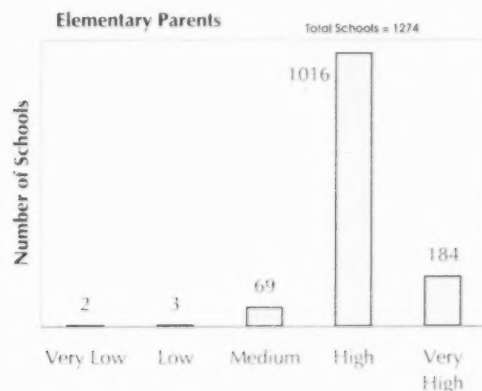
PARTICIPATION LEGEND	
VERY HIGH PARTICIPATION LEVEL (80-100% of students responded) In this example, 88% of schools (1061 of 1207) achieved this rating	80-100%
HIGH PARTICIPATION LEVEL (60-79% of students responded) In this example, 7.4% of schools (89 of 1207) achieved this rating	60-79%
MEDIUM PARTICIPATION LEVEL (40-59% of students responded) In this example, 2% of schools (21 of 1207) achieved this rating	40-59%
LOW PARTICIPATION LEVEL (20-39% of students responded) In this example, 0.3% of schools (4 of 1207) achieved this rating	20-39%
VERY LOW PARTICIPATION LEVEL (0-19% of students responded) In this example, 3% of schools (32 of 1207) achieved this rating	0-19%

Satisfaction

A school is rated as having a “very high” level of satisfaction if more than 80% of the answers in a category show strong satisfaction. An answer is considered to show strong satisfaction if the response to the question is “many times” or “all of the time”. For example, one of the questions for parents is “are you satisfied with what your child is learning at school?” The possible answers are “at no time”, “few times”, “sometimes”, “many times”, and “all of the time”. If a parent answered “many times” or “all of the time”, that would be considered to show strong satisfaction.

In the following example, 184 schools had “very high” levels of elementary parent satisfaction.

Example: Elementary Parent Overall Satisfaction

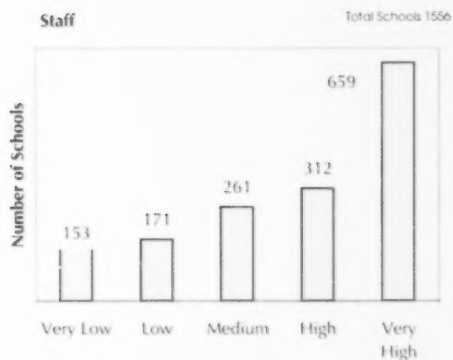
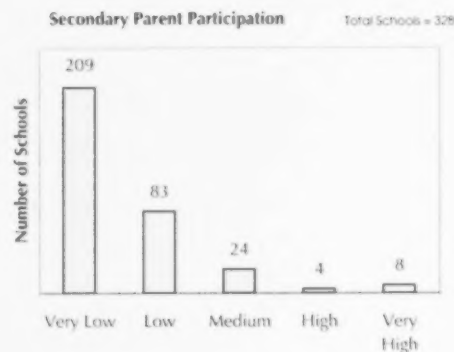
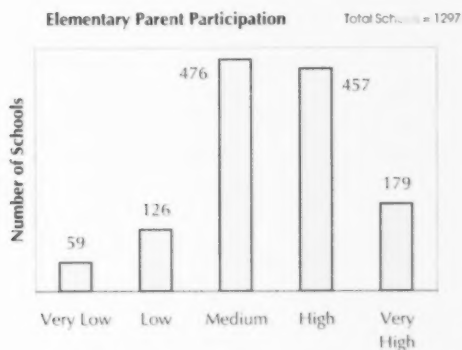
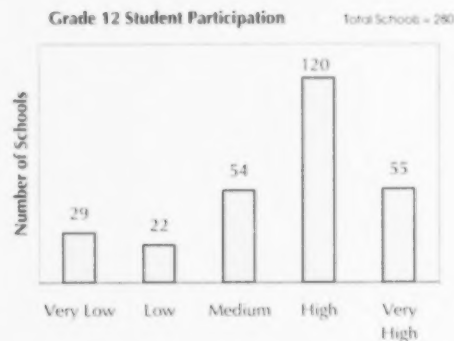
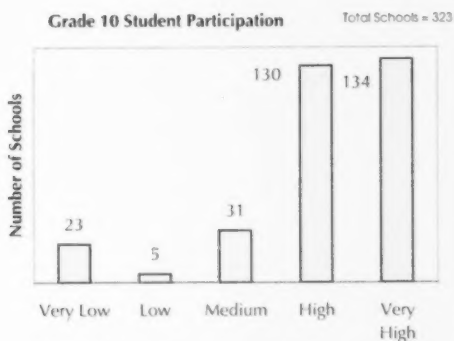
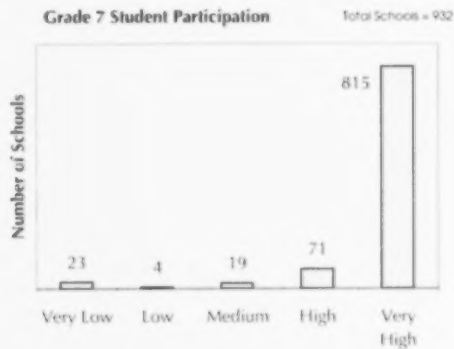
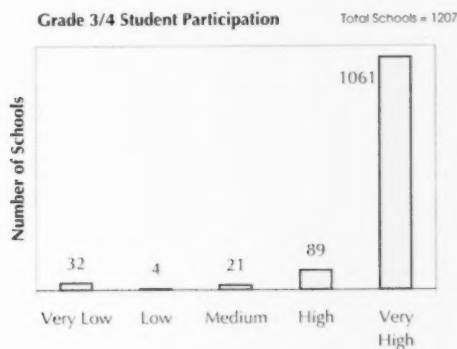


SATISFACTION LEGEND	
VERY HIGH SATISFACTION LEVEL (80-100% of parents showed strong satisfaction) In this example, 14% of schools (184 of 1274) achieved this rating	80-100%
HIGH SATISFACTION LEVEL (60-79% of parents showed strong satisfaction) In this example, 80% of schools (1016 of 1274) achieved this rating	60-79%
MEDIUM SATISFACTION LEVEL (40-59% of parents showed strong satisfaction) In this example, 7% of schools (84 of 1274) achieved this rating	40-59%
LOW SATISFACTION LEVEL (20-39% of parents showed strong satisfaction) In this example, 0.2% of schools (3 of 1274) achieved this rating	20-39%
VERY LOW SATISFACTION LEVEL (0-19% of parents showed strong satisfaction) In this example, 0.2% of schools (2 of 1274) achieved this rating	0-19%

¹ Schools were sent enough questionnaires to supply students, parents and teachers in each school. Principals could print more questionnaires if needed.

School Participation

Most schools had high levels of student participation at Grades 4 and 7, but the proportion of schools with high levels of student participation for Grades 10 and 12 is lower. Secondary schools with high levels of parent participation were rare, much more so than was the case in elementary schools. Most schools had moderate to high levels of staff participation.



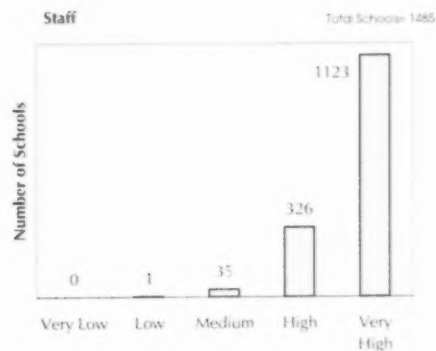
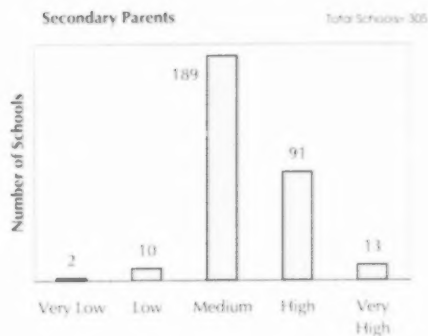
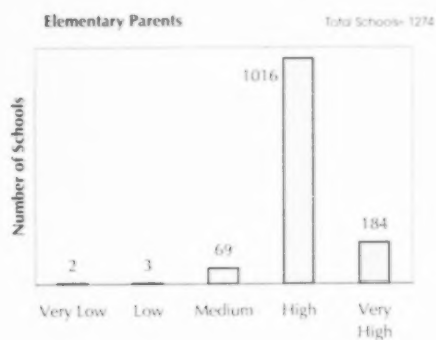
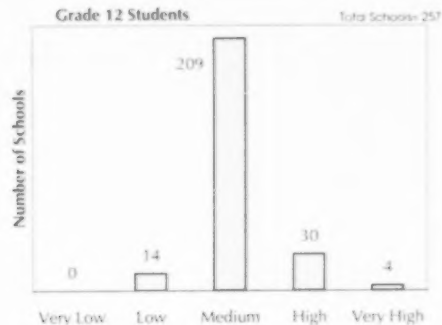
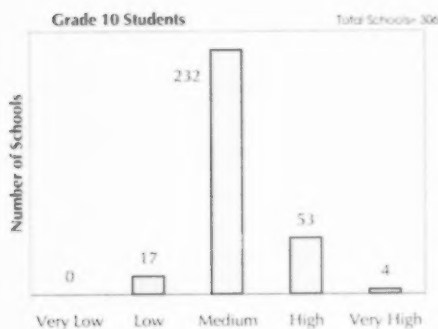
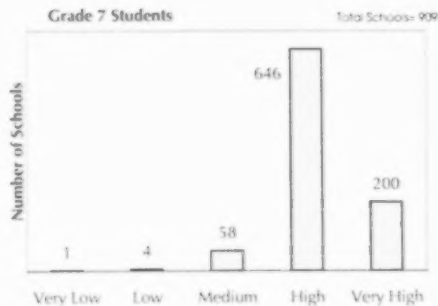
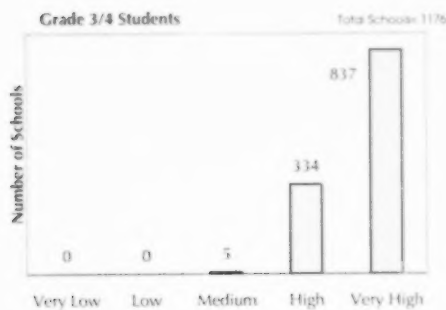
PARTICIPATION LEGEND	
VERY HIGH PARTICIPATION LEVEL (80-100% responded)	80-100%
HIGH PARTICIPATION LEVEL (60-79% responded)	60-79%
MEDIUM PARTICIPATION LEVEL (40-59% responded)	40-59%
LOW PARTICIPATION LEVEL (20-39% responded)	20-39%
VERY LOW PARTICIPATION LEVEL (0-19% responded)	0-19%

Overall Satisfaction

The proportion of schools with high levels of student satisfaction falls as grade levels increase, suggesting the more senior the students, the less satisfied they are with school. However, there are schools whose Grade 10 and 12 students indicate high or very high levels of satisfaction.

The majority of elementary schools reports high or very high levels of parent satisfaction, while the majority of secondary schools reports medium to high levels.

The vast majority of schools reports high or very high levels of staff satisfaction.

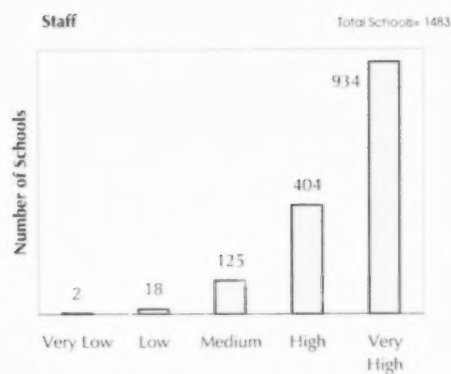
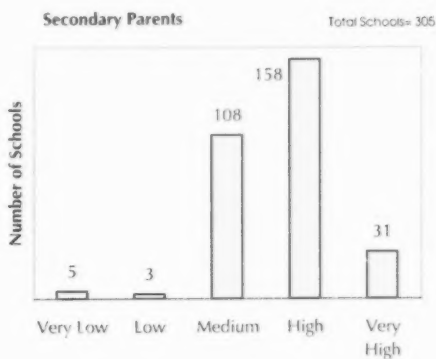
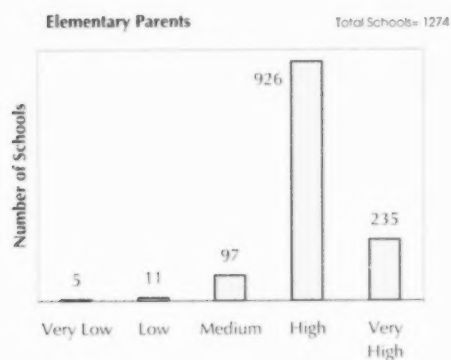
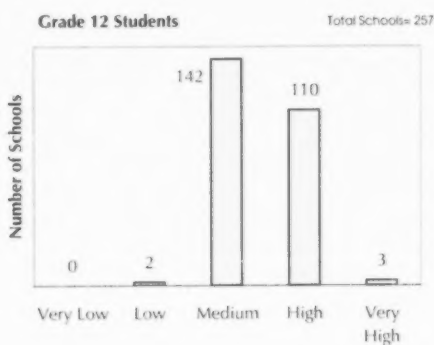
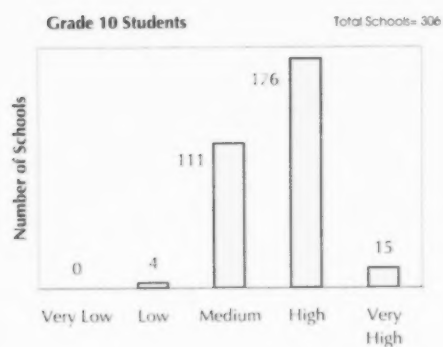
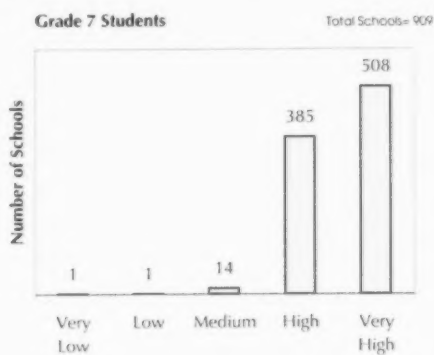
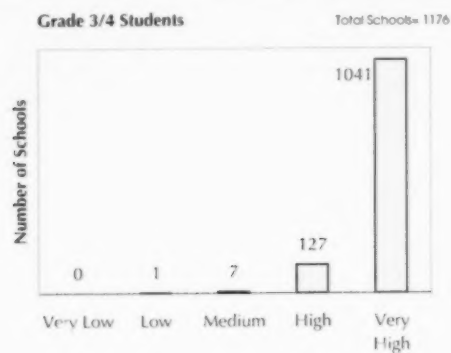


SATISFACTION LEGEND	
VERY HIGH SATISFACTION LEVEL (80-100% of respondents showed strong satisfaction)	80-100%
HIGH SATISFACTION LEVEL (60-79% of respondents showed strong satisfaction)	60-79%
MEDIUM SATISFACTION LEVEL (40-59% of respondents showed strong satisfaction)	40-59%
LOW SATISFACTION LEVEL (20-39% of respondents showed strong satisfaction)	20-39%
VERY LOW SATISFACTION LEVEL (0-19% of respondents showed strong satisfaction)	0-19%

Achievement

The proportion of schools with high levels of parent and student satisfaction with achievement falls as grade levels increase.

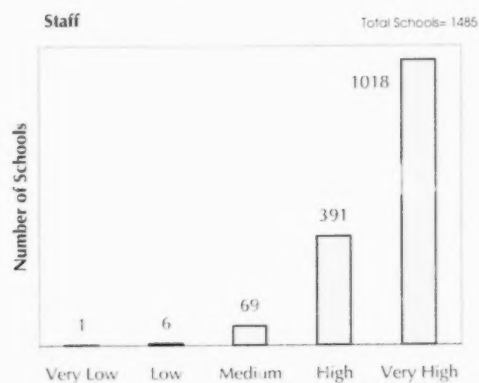
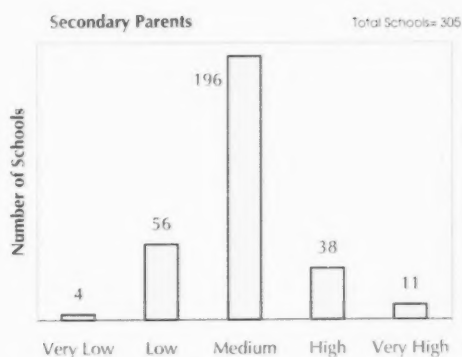
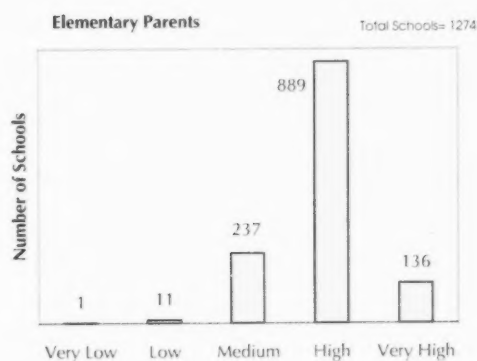
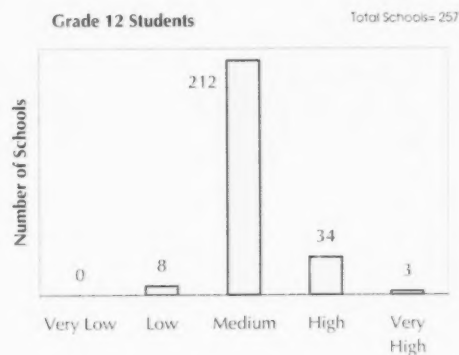
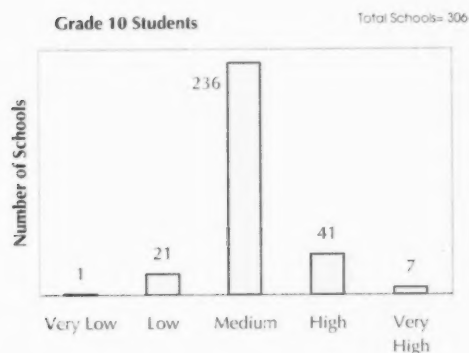
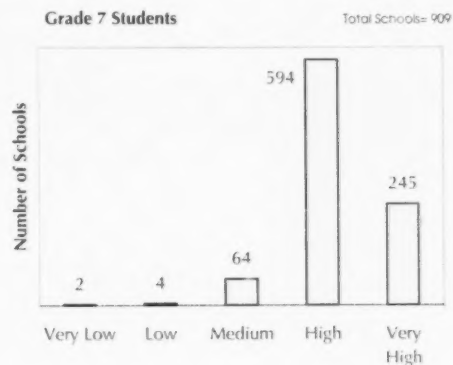
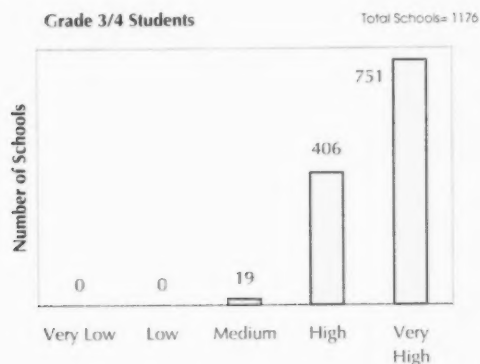
The majority of schools has very high staff satisfaction levels in this area.



SATISFACTION LEGEND	
VERY HIGH SATISFACTION LEVEL (80-100% of respondents showed strong satisfaction)	80-100%
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LOW SATISFACTION LEVEL (20-39% of respondents showed strong satisfaction)	20-39%
VERY LOW SATISFACTION LEVEL (0-19% of respondents showed strong satisfaction)	0-19%

Human and Social Development

The proportion of schools with high or very high levels of student and parent satisfaction with this area drops quite dramatically as the grade level increases, whereas most schools report very high levels of staff satisfaction.



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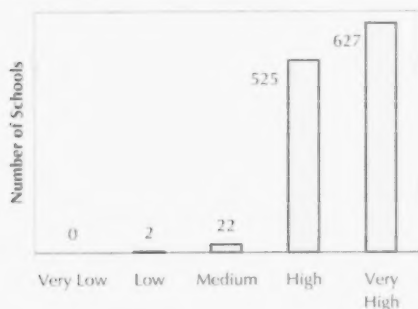
School Environment

Questions grouped under the heading of "school environment" were related to satisfaction with education/school, teachers helping with schoolwork and caring about students, and program choices.

The proportion of schools with high levels of student satisfaction with school environment falls quite dramatically from Grade 4 to Grade 12. The majority of schools reports medium or high levels of parent satisfaction. Staff report high or very high levels of satisfaction.

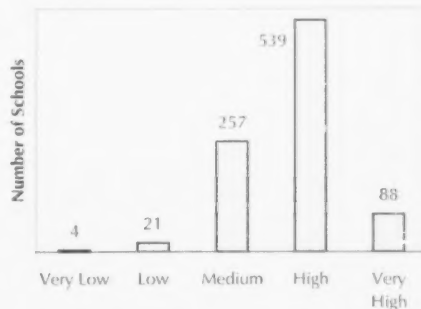
Grade 3/4 Students

Total Schools= 1176



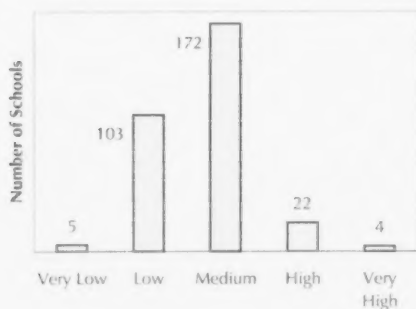
Grade 7 Students

Total Schools= 909



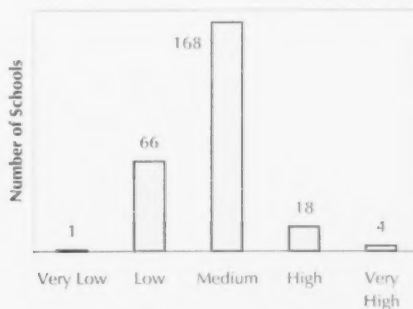
Grade 10 Students

Total Schools= 306



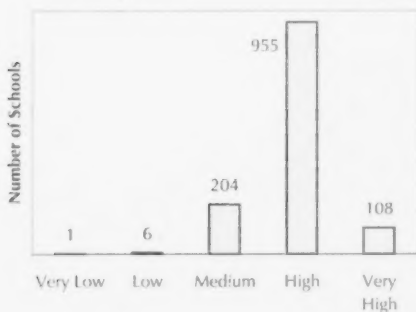
Grade 12 Students

Total Schools= 257



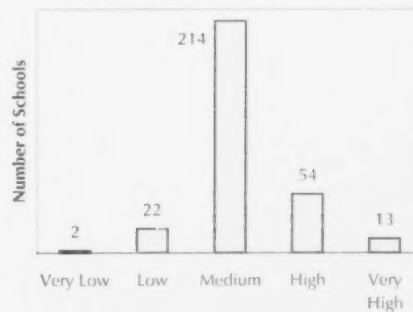
Elementary Parents

Total Schools= 1274



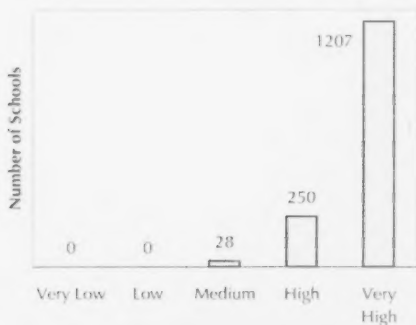
Secondary Parents

Total Schools= 306



Staff

Total Schools= 1485

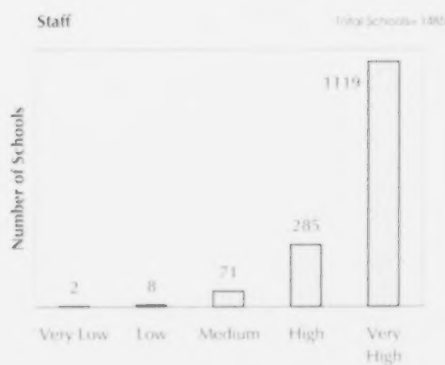
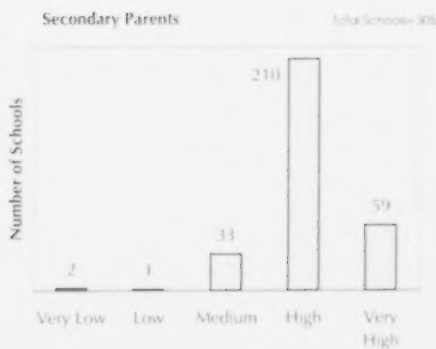
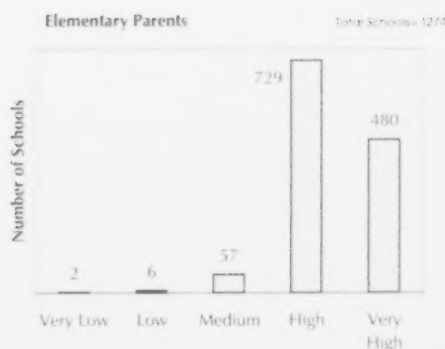
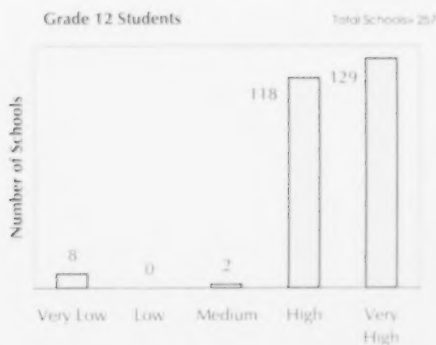
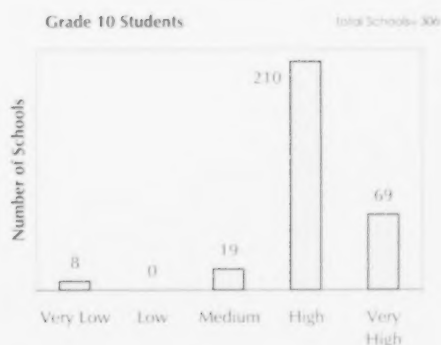
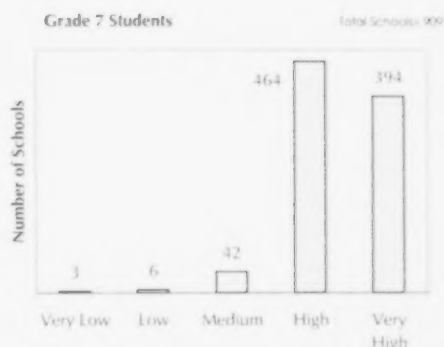
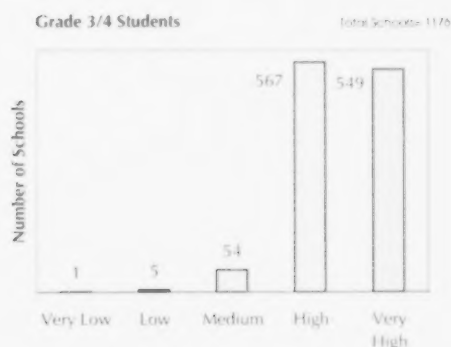


SATISFACTION LEGEND

VERY HIGH SATISFACTION LEVEL (80-100% of respondents showed strong satisfaction)	80-100%
HIGH SATISFACTION LEVEL (60-79% of respondents showed strong satisfaction)	60-79%
MEDIUM SATISFACTION LEVEL (40-59% of respondents showed strong satisfaction)	40-59%
LOW SATISFACTION LEVEL (20-39% of respondents showed strong satisfaction)	20-39%
VERY LOW SATISFACTION LEVEL (0-19% of respondents showed strong satisfaction)	0-19%

Safety

Most students, parents and staff feel their schools are safe. The majority of schools reports high or very high levels of student, parent and staff satisfaction with safety. However, there are schools that report having low or very low levels of student, parent and staff satisfaction with safety. More than any other area of the survey, this should show very high levels of satisfaction in all schools.

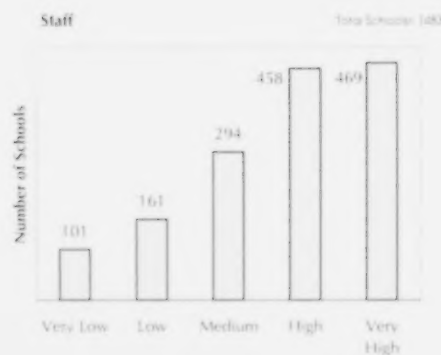
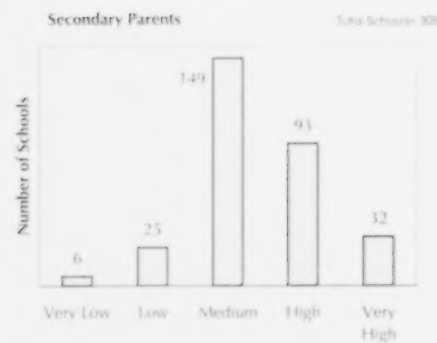
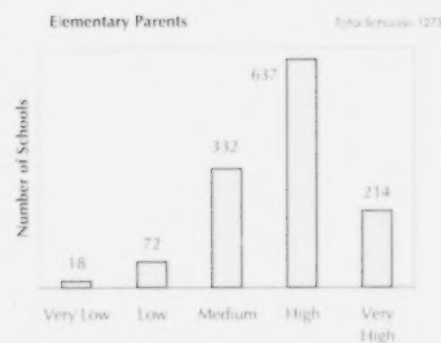
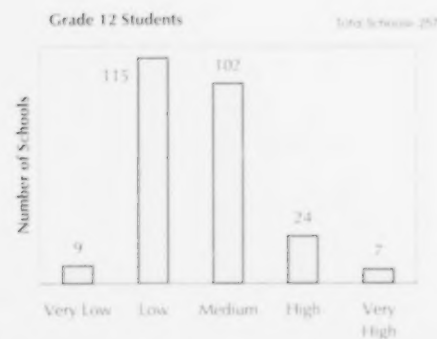
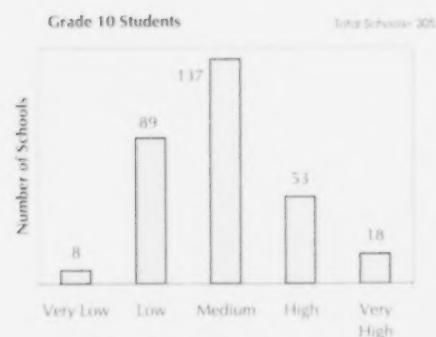
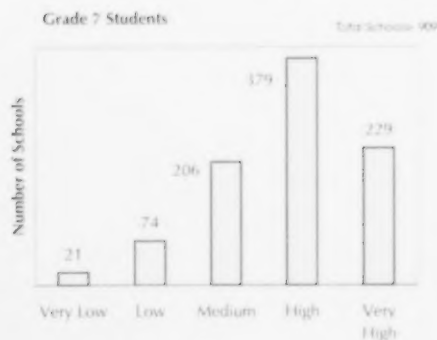
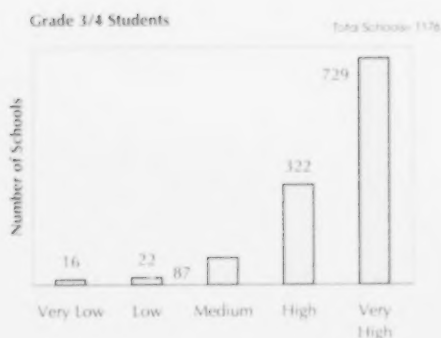


SATISFACTION LEGEND	
VERY HIGH SATISFACTION LEVEL	
80-100% of respondents showed strong satisfaction	80-100%
HIGH SATISFACTION LEVEL	
60-79% of respondents showed strong satisfaction	60-79%
MEDIUM SATISFACTION LEVEL	
40-59% of respondents showed strong satisfaction	40-59%
LOW SATISFACTION LEVEL	
20-39% of respondents showed strong satisfaction	20-39%
VERY LOW SATISFACTION LEVEL	
0-19% of respondents showed strong satisfaction	0-19%

Computers

In Grades 4 and 7, satisfaction with the computer skills was generally mixed, although the majority of schools has medium levels of satisfaction. By Grades 10 and 12, the proportion of schools with low levels of satisfaction increases.

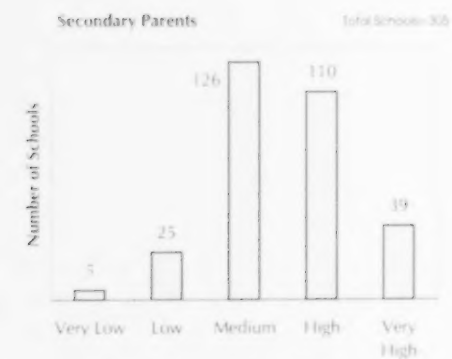
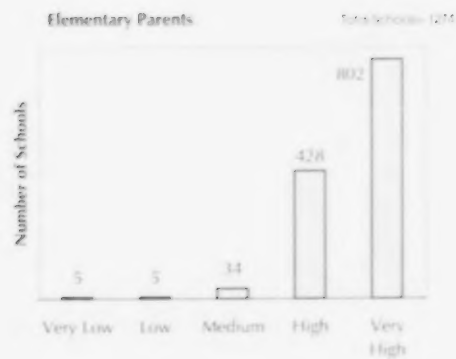
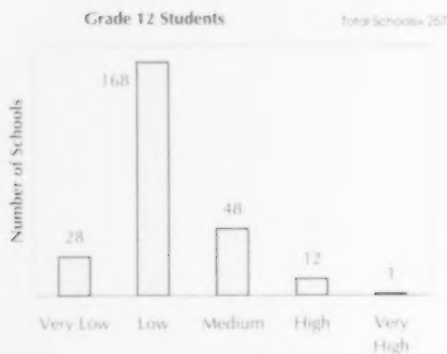
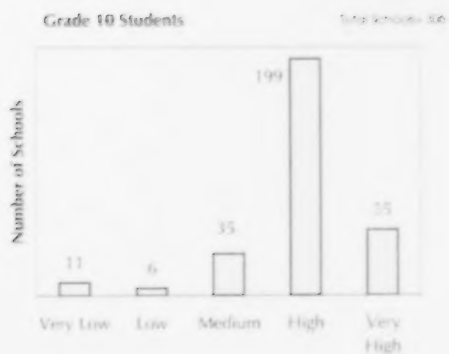
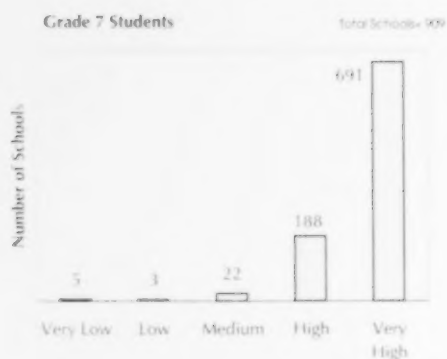
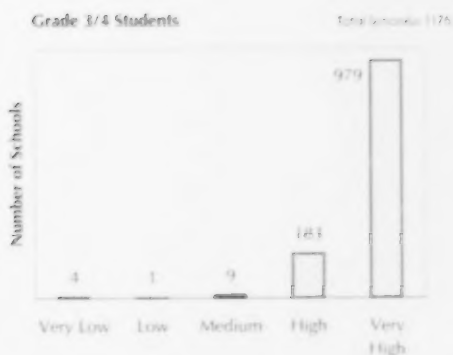
The majority of parents has medium to high levels of satisfaction regarding the development of students' computer skills at school. Staff have high levels of satisfaction regarding the development of students' computer skills.



SATISFACTION LEGEND	
VERY HIGH SATISFACTION LEVEL (80-100% of respondents showed strong satisfaction)	80-100%
HIGH SATISFACTION LEVEL (60-79% of respondents showed strong satisfaction)	60-79%
MEDIUM SATISFACTION LEVEL (40-59% of respondents showed strong satisfaction)	40-59%
LOW SATISFACTION LEVEL (20-39% of respondents showed strong satisfaction)	20-39%
VERY LOW SATISFACTION LEVEL (0-19% of respondents showed strong satisfaction)	0-19%

Physical Activity

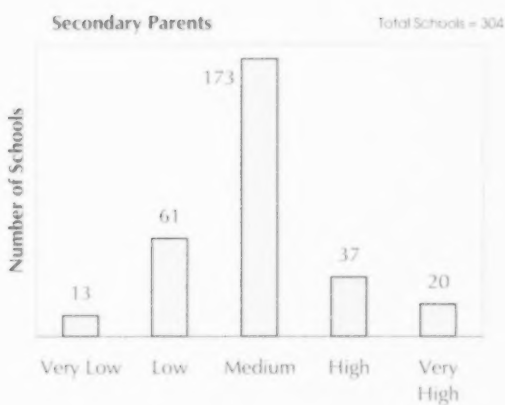
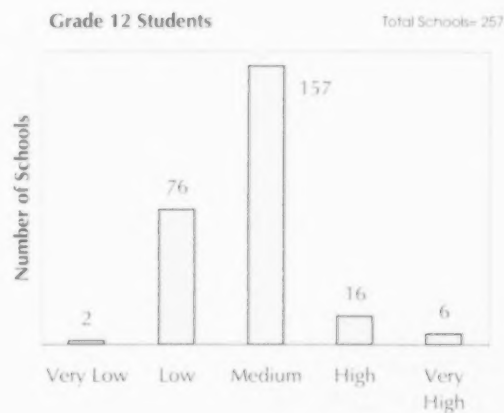
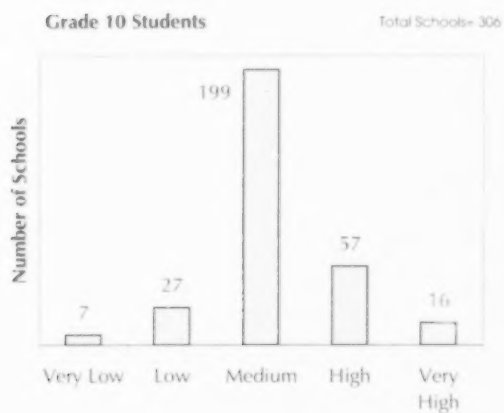
The majority of elementary schools reports high or very high levels of student and parent satisfaction regarding exercise at school. In Grade 10, satisfaction with physical activity was generally high, however, in grade 12 it was low. Secondary parents had medium to high levels of satisfaction with physical activity. The staff survey did not include a question regarding student exercise at school.



SATISFACTION LEGEND	
VERY HIGH SATISFACTION LEVEL (80-100% of respondents showed strong satisfaction)	80-100%
HIGH SATISFACTION LEVEL (60-79% of respondents showed strong satisfaction)	60-79%
MEDIUM SATISFACTION LEVEL (40-59% of respondents showed strong satisfaction)	40-59%
LOW SATISFACTION LEVEL (20-39% of respondents showed strong satisfaction)	20-39%
VERY LOW SATISFACTION LEVEL (0-19% of respondents showed strong satisfaction)	0-19%

Preparation for the Future

Grade 10 and 12 students were asked to what extent school prepares them for both a job in the future and post-secondary education. The results were similar at both Grade 10 and 12; the majority of schools had medium levels of satisfaction with regards to school preparedness for the future.



SATISFACTION LEGEND	
VERY HIGH SATISFACTION LEVEL (80-100% of respondents showed strong satisfaction)	80-100%
HIGH SATISFACTION LEVEL (60-79% of respondents showed strong satisfaction)	60-79%
MEDIUM SATISFACTION LEVEL (40-59% of respondents showed strong satisfaction)	40-59%
LOW SATISFACTION LEVEL (20-39% of respondents showed strong satisfaction)	20-39%
VERY LOW SATISFACTION LEVEL (0-19% of respondents showed strong satisfaction)	0-19%

Responses to Questions

The following pages present the responses to each survey question. The questions are grouped by category.

Grade 3/4 Students

	At no Time (%)	Few Times (%)	Sometimes (%)	Many Times (%)	All of the Time (%)
Achievement					
Do you try to do your best at school?	0	1	6	24	69
Are you getting better at reading?	1	2	8	23	65
Are you getting better at writing sentences or stories?	1	4	14	34	47
Are you getting better at math?	1	3	10	25	60

Human and Social Development

At school, are you learning to help others or set a good example for others?	1	4	15	35	44
At school, are you learning to take care of the environment (for example, recycling and not littering)?	1	4	9	23	63
At school, do you respect people who are different from you (for example, think, act, or look different)?	1	1	6	23	69
At school, do you learn about other cultures (for example, languages, beliefs, festivals and traditions)?	2	6	17	33	42
At school, do you learn about getting along with others?	1	4	12	31	53
Can you do just about anything you really set your mind to?	2	5	18	37	39

School Environment

Do you like school?	2	4	22	35	37
Do you like what you are learning at school?	1	4	21	38	36
Do adults in the school treat all students fairly?	2	5	14	32	48
Do your teachers help you with your schoolwork when you need it?	1	3	11	27	57
Do your teachers care about you?	1	2	7	19	71

Safety

At school, are you bullied, teased, or picked on?	49	24	13	8	6
Do you feel safe at school?	3	4	11	22	61

Computers

At school, are you getting better at using computers?	4	5	11	25	55
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Physical Activity

At school, do you get exercise (for example, physical activity or sports)?	1	3	10	27	60
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Grade 7 Students

	At no Time (%)	Few Times (%)	Sometimes (%)	Many Times (%)	All of the Time (%)
Achievement					
Do you try to do your best at school?	1	2	13	44	40
Are you getting better at reading?	3	5	13	32	47
Are you getting better at writing?	2	5	16	37	40
Are you getting better at math?	3	6	16	34	42

Human and Social Development

At school, are you learning to help others or set a good example for others?	3	7	22	40	28
At school, are you learning to take care of the environment (for example, recycling and not littering)?	4	10	20	33	34
At school, do you respect people who are different from you (for example, think, act, or look different)?	1	2	8	34	55
At school, do you learn about other cultures (for example, languages, beliefs, festivals and traditions)?	2	7	20	38	32
At school, do you learn about getting along with others?	3	8	21	38	30
Can you do just about anything you really set your mind to?	2	5	19	41	34

School Environment

Do you like school?	4	10	35	39	12
Do you like what you are learning at school?	2	10	37	39	11
Do adults in the school treat all students fairly?	4	11	24	36	25
Do your teachers help you with your schoolwork when you need it?	1	3	11	31	54
Do your teachers care about you?	4	6	17	32	40
Are you aware of the school goals for improving student learning?	7	8	21	34	30

Safety

At school, are you bullied, teased, or picked on?	50	26	12	7	5
Do you feel safe at school?	4	5	14	30	47

Computers

At school, are you getting better at using computers?	9	10	16	26	39
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Physical Activity

At school, do you get exercise (for example, physical activity or sports)?	1	4	10	31	54
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Grade 10 Students

	At no Time (%)	Few Times (%)	Sometimes (%)	Many Times (%)	All of the Time (%)
Achievement					
Do you try to do your best at school?	2	6	26	44	21
Are you getting better at reading?	7	10	24	31	28
Are you getting better at writing?	5	9	25	37	25
Are you getting better at mathematics?	7	12	24	32	24

Human and Social Development

At school, are you learning to help others or set a good example for others?	9	16	36	29	11
At school, are you learning to take care of the environment (for example, recycling and not littering)?	15	23	28	22	11
At school, do you respect people who are different from you (for example, think, act, or look different)?	3	4	13	34	47
At school, do you learn about other cultures (for example, languages, beliefs, festivals and traditions)?	6	16	31	32	15
At school, do you learn about getting along with others?	9	18	33	28	12
Can you do just about anything you really set your mind to?	3	7	24	38	28

School Environment

Do you like school?	7	15	46	27	5
Are you satisfied with what you are learning at school?	4	14	43	33	6
Does staff treat all students fairly at school?	7	16	33	34	10
Do your teachers help you with your schoolwork when you need it?	2	7	24	40	27
Do your teachers care about you?	10	16	36	28	10
Are you satisfied with the program choices available to you at school?	9	15	31	32	13
Are you aware of the school goals for improving student learning?	17	19	31	23	10

Safety

At school, are you bullied, teased, or picked on?	51	25	12	6	6
Do you feel safe at school?	8	8	20	34	31

Computers

At school, are you getting better at using computers?	20	18	20	22	20
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Physical Activity

At school, do you get exercise (for example, physical activity or sports)?	4	7	20	36	34
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Preparation for the Future

Are you satisfied that school is preparing you for a job in the future?	8	14	28	32	18
Are you satisfied that school is preparing you for post-secondary education (for example, college, university, trade school)?	6	11	27	35	21

Grade 12 Students

	At no Time (%)	Few Times (%)	Sometimes (%)	Many Times (%)	All of the Time (%)
Achievement					
Do you try to do your best at school?	2	7	27	43	21
Are you getting better at reading?	7	10	26	32	26
Are you getting better at writing?	4	8	25	38	25
Are you getting better at mathematics?	14	16	25	27	18

Human and Social Development

At school, are you learning to help others or set a good example for others?	9	17	34	28	12
At school, are you learning to take care of the environment (for example, recycling and not littering)?	15	23	29	23	11
At school, do you respect people who are different from you (for example, think, act, or look different)?	3	3	12	33	49
At school, do you learn about other cultures (for example, languages, beliefs, festivals and traditions)?	8	19	33	28	13
At school, do you learn about getting along with others?	10	19	33	27	12
Can you do just about anything you really set your mind to?	2	6	23	40	29

School Environment

Do you like school?	5	13	46	31	5
Are you satisfied with what you are learning at school?	3	13	42	36	6
Does staff treat all students fairly at school?	6	15	33	37	10
Do your teachers help you with your schoolwork when you need it?	2	6	22	43	27
Do your teachers care about you?	7	14	35	33	11
Are you satisfied with the program choices available to you at school?	9	16	30	33	13
Are you aware of the school goals for improving student learning?	20	22	30	20	7

Safety

At school, are you bullied, teased, or picked on?	59	22	9	5	5
Do you feel safe at school?	7	6	16	34	38

Computers

At school, are you getting better at using computers?	20	19	22	22	17
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Physical Activity

At school, do you get exercise (for example, physical activity or sports)?	29	22	19	16	14
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Preparation for the Future

Are you satisfied that school is preparing you for a job in the future?	12	20	31	26	11
Are you satisfied that school is preparing you for post-secondary education (for example, college, university, trade school)?	7	13	29	34	16

Elementary Parents

	At no Time (%)	Few Times (%)	Sometimes (%)	Many Times (%)	All of the Time (%)
Achievement					
Are you satisfied with what your child is learning at school?	0	2	19	56	23
Are you satisfied with the development of your child's reading skills at school?	2	6	19	37	36
Are you satisfied with the development of your child's writing skills at school?	2	9	26	38	25
Are you satisfied with the development of your child's mathematics skills at school?	2	7	23	40	28

Human and Social Development

At school, does your child learn about being a leader?	6	13	34	32	15
At school, does your child learn about taking care of the environment?	1	5	23	44	27
Are personal differences respected at your child's school?	2	4	20	44	30
At school, does your child learn about other cultures (for example, languages, beliefs, festivals and traditions)?	1	5	22	43	28

School Environment & Parental Involvement

Are you satisfied that staff treat all students fairly at school?	1	4	19	46	31
Do your child's teachers help with schoolwork when needed?	1	4	18	40	37
Do teachers care about your child?	1	3	13	39	45
Do you feel welcome at your child's school?	1	3	10	29	58
Does your school tell you how your child is doing?	1	7	20	39	33
Are you included in decisions made at the school that affect your child's education?	9	13	28	32	18
Are you given the opportunity to be involved in the school planning activities (for example, goal setting, safe school planning, school improvement)?	7	9	21	35	28
Do you volunteer at your child's school?	23	25	27	17	8
Are you satisfied with the program choices at your child's school?	2	5	24	48	21
Are you aware of the school goals for improving student learning?	9	12	27	33	19

Safety

Is your child bullied, teased, or picked on at school?	40	31	19	7	3
Does your child feel safe at school?	1	2	11	39	47
Are the rules related to behaviour enforced consistently at your child's school?	2	5	20	42	31

Computers

Are you satisfied with the development of your child's computer skills at school?	4	9	24	38	25
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Physical Activity

At school, does your child get exercise (for example, physical activity or sports)?	0	4	15	41	41
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Secondary Parents

	At no Time (%)	Few Times (%)	Sometimes (%)	Many Times (%)	All of the Time (%)
Achievement					
Are you satisfied with what your child is learning at school?	1	4	26	54	15
Are you satisfied with the development of your child's reading skills at school?	3	8	22	36	30
Are you satisfied with the development of your child's writing skills at school?	4	11	26	37	23
Are you satisfied with the development of your child's mathematics skills at school?	5	12	27	34	22

Human and Social Development

At school, does your child learn about being a leader?	9	17	34	28	11
At school, does your child learn about taking care of the environment?	6	17	35	31	12
Are personal differences respected at your child's school?	3	9	29	43	17
At school, does your child learn about other cultures (for example, languages, beliefs, festivals and traditions)?	3	13	33	36	15

School Environment & Parental Involvement

Are you satisfied that staff treat all students fairly at school?	2	7	28	46	17
Do your child's teachers help with schoolwork when needed?	2	8	29	41	21
Do teachers care about your child?	2	8	27	43	20
Do you feel welcome at your child's school?	2	6	18	36	39
Does your school tell you how your child is doing?	4	13	26	35	23
Are you included in decisions made at the school that affect your child's education?	15	19	29	25	12
Are you given the opportunity to be involved in the school planning activities (for example, goal setting, safe school planning, school improvement)?	13	15	25	31	17
Do you volunteer at your child's school?	44	26	18	8	3
Are you satisfied with the program choices at your child's school?	4	10	27	42	17
Are you aware of the school goals for improving student learning?	18	17	28	25	11

Safety

Is your child bullied, teased, or picked on at school?	49	29	14	5	3
Does your child feel safe at school?	2	4	16	43	35
Are the rules related to behaviour enforced consistently at your child's school?	4	11	28	40	17

Computers

Are you satisfied with the development of your child's computer skills at school?	6	12	26	35	21
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Physical Activity

At school, does your child get exercise (for example, physical activity or sports)?	11	10	20	33	26
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Preparation for the Future

Are you satisfied that school is preparing your child for a job in the future?	9	16	30	30	14
Are you satisfied that school is preparing your child for post-secondary education?	7	13	27	35	18

Staff

	At no Time (%)	Few Times (%)	Sometimes (%)	Many Times (%)	All of the Time (%)
Achievement					
Are you satisfied with the academic performance of the students at your school?	0	3	27	63	8
At your school, are all students expected to do well?	0	1	8	34	57

Human and Social Development

Are you satisfied with the human and social development of students at this school?	0	4	24	55	17
Does your school welcome and include all students?	0	1	4	24	71
Can students at your school do just about anything they really set their minds to?	0	2	20	59	19

School Environment & Parental Involvement

Does your school have a positive climate?	0	2	10	41	47
Do staff members care about students' well-being and academic success?	0	0	3	28	68
In your school, do staff members work hard to maintain good relations with parents?	0	1	7	41	51
Is the physical condition of the school welcoming?	2	5	15	37	41
Is students' progress regularly and systematically assessed and evaluated?	0	0	4	34	61
Are parents involved in decisions at the school that affect their child?	0	3	17	52	28
Does your school welcome the input of parents in school planning activities?	0	2	12	46	40
Does your school welcome the participation of parents? (for example, volunteering)	0	2	9	34	55
Do you have opportunities for input in school decision-making?	2	7	18	42	31
Is assessment information used to plan for instruction?	0	2	14	52	31
Do teachers collaborate to plan for instruction?	1	6	25	50	19
Is professional development ongoing at this school?	0	3	12	40	45
Does your school provide programs to meet all students' needs?	1	4	18	52	25
Do teachers strive to improve the quality of instruction?	0	1	8	42	49
Are you aware of the school goals for improving student learning?	1	2	9	32	56

Safety

Is your school a safe place to work and learn?	0	1	6	38	55
Are the rules related to behaviour enforced consistently at your school?	1	6	18	43	33

Computers

Are you satisfied with the development of students' computer skills at your school?	1	7	25	47	19
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Technical Notes

Overall Satisfaction

Overall satisfaction levels were calculated as follows:

- 1) A factor analysis found questions that grouped with one another. Questions with factor loadings greater than .32 were retained.
- 2) The question that did not meet this criterion on the student surveys was the question about bullying. The questions that did not meet this criterion on the parent surveys were the questions about bullying and parent volunteering in the school. All questions on the staff survey met the criterion and were retained.
- 3) From the questions that were retained, overall satisfaction was determined by summing the number of responses that fell into "all of the time" and "many times" on the survey and dividing by the total number of responses.
- 4) The resulting percentage was assigned to one of five levels from "very low" to "very high".
The "very low" level was assigned to school where less than 20% of responses fell into "all of the time" or "many times".
The "very high" level was assigned to schools where 80% or more of responses fell into "all of the time" or "many times".

Satisfaction Levels by Category

Satisfaction levels in each category were calculated as follows:

- 1) Similar questions were grouped together under the headings of achievement, human and social development, school environment, safety, computers, physical activity, and preparation for the future. The question-level report shows which questions were grouped to form each category.
- 2) Within each category, the number of responses that fell into "all of the time" and "many times" on the survey were summed and divided by the total number of responses in the category.
- 3) The resulting percentage was assigned to one of five levels from "very low" to "very high", by the same method used for overall satisfaction.

The question on bullying was reverse coded and included in the safety satisfaction calculation.

Participation Levels

Participation rates for the student survey were estimated by dividing the number of returned surveys by the number of surveys sent to each school. The number of surveys sent to each school was based on the student enrolment in the grades of interest as of September 30, 2002.

Participation rates for the parent survey were estimated by dividing the number of returned surveys by the number of surveys sent to each school. The number of surveys sent to each school was based on the student enrolment in the grades of interest as of September 30, 2002.

Participation rates for the staff survey were based on the number of teachers in each school as of September 30, 2002. Information about the numbers of non-teaching staff in each school is not available at this time; therefore, it is not included in the participation rate estimate.

Participation rates were subsequently assigned to one of five levels from "very low" to "very high".

Participation levels do not account for instances where the survey was copied and distributed beyond the targeted response groups. In these cases, participation levels will be inflated.